

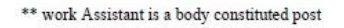
CITIZEN'S CHARTER

The Union Territory of Puducherry comprises of four regions viz; Puducherry, Karaikal, Mahe and Yanam and the same is under the direct administration of Government of India. The Public Works Department the premier technical organization in the Union Territory of Puducherry is involved in the infrastructure development activities in Planning, Designing, Construction and Maintenance of Buildings, Roads, Bridges, National Highways, Irrigation, Flood Control Water Supply and Public Health Engineering in all the four regions namely, Puducherry, Karaikal, Mahe and Yanam. The Department is also responsible for maintaining essential services like Water Supply, Sewerage, and Management of Water Resources etc. This Citizen's Charter is brought out to create public awareness on the activities of the Department which is solely functioning for the betterment of the people of Puducherry, its environs and to provide more responsive and effective services to the Public and to introduce transparency in its administration. This Citizens' Charter is published to `create awareness among the public about their entitled services from Public Works Department, standard of services, access to general information, layers of decision making and time bound schedule of various services. However, this document is not legally challengeable.

A public Grievances Cell is functioning in the central Office, Public Works Department under the control of the Engineer Assistant to Chief Engineer. The public can approach the Cell on all working days to register their grievances in person or they can register their complaints over phone or through letter. A Complaint Box exists in the premises of the Office of the Chief Engineer to enable the public to drop their written complaints.

The provisions contained in the Charter and the corresponding services rendered by the Department will be reviewed half-yearly by the Chief Engineer.

ORGANISATION CHART



The details of various services rendered by various PWD offices and Officers to be contacted are given in the following paragraphs:

1. Water Supply Connection:

I. WATER SUPPLY AND SEWERAGE SECTOR

Sl. No.	Services	Service / Performance Standards	Contact details of the Responsible officer	Process	Documents required	Fee
1.a	Providing New WaterSupply Service connection	30 days	<u>Puducherry Region</u> <u>For urban areas of Puducherry Region:</u> Assistant Engineer (Water Works) Public Health Division Public Works Department Dr. Ambedkar Salai, Puducherry – 605 001 Phone: 0413-2336520 <u>For Peripheral Areas of Puducherry and Rural areas of Villianur, Thirubuvanai, Nettapakkam, Maducarai, Ariyankuppam and Bahour in Puducherry Region:</u> Assistant Engineer (Peripheral) Lawspet Overhead Tank Complex, Public Works Department Tagore Arts College Campus, Lawspet, Puducherry – 605 008 Phone: 0413-2253220	a. The filled up application form with all supporting documents shall be submitted in the Office of the respective Assistant Engineer. The party can obtain acknowledgement from the office. b. In case of eligible applications intimation to pay scrutiny charges will be communicated to the applicant within Fifteen Days from the date of receipt of application. The rejected application will be returned to the party. c. Work order for the service connection will be issued within Seven days from the date of payment of scrutiny charges / production of permission for road cutting issued by concerned road authorities.	1. Application in prescribed form (Forms will be issued free of cost in the Offices of the Junior Engineers / Assistant Engineers of respective areas on all working days during office hours or can be downloaded from http://pwd.puducherry.gov.in/pwd_downloads.html) 2. Copy of the document of Ownership of the property 3. Copy of the approval from the Competent Authority of the Building Plan	as applicable

			<u>Karaikal Region</u> Assistant Engineer Water Works Sub-Division Public Works Department Thirunallar Road, Karaikal – 609 602 Phone: 04368-222592 <u>Mahe Region</u> Assistant Engineer Roads and Water Supply Sub Division Mini Civil Station Complex Public Works Department Mahe – 673 310 Phone: 0490-2333200 <u>Yanam Region</u> Assistant Engineer Sub-Division-II(Water Supply & Buildings) Public Works Department Pedapudi Street, Yanam – 533 464 Phone: 0884-2321273			
1.b	Complaints on Water Supply services such as leakage in distribution mains / break down of supply / shortage in supply / quality of water	3 days	- as above – (or) also in the nearest Water Supply Pumping Station of the respective areas	Remedial action on the complaints will be taken within three days from the date of receipt of complaint / occurrence.		

2. Sewerage Service:

Sl. No.	Services	Service / Performance Standards	Contact details of the Responsible officer	Process	Documents required	Fee
2.a	New connection for under ground sewerages service		<u>Puducherry Region</u> Assistant Engineer Drainage I & II Public Health Division, Public Works Department, Lal Bahadur Sastri Street, Puducherry – 605 001 Phone: 0413-2336076 <u>Karaikal Region</u> Assistant Engineer Irrigation & Public Health Division, Public Works Department Karaikal Phone: 04368-222592	a. The filled up application form with all supporting documents shall be submitted in the Office of the respective Assistant Engineer. The party can obtain acknowledgement from the office. b. In case of eligible applications intimation to pay scrutiny charges will be communicated to the applicant within Fifteen Days from the date of receipt of application. The rejected application will be returned to the party. c. Work order for the service connection will be issued within Seven days from the date of payment of scrutiny charges / production of permission for road cutting issued by concerned road authorities.	1. Application in prescribed form (Forms will be issued free of cost in the Offices of the Junior Engineers / Assistant Engineers of respective areas on all working days during office hours or can be downloaded from http://pwd.puducherry.gov.in/pwd_downloads.html) 2. Copy of the document of Ownership of the property 3. Copy of the approval from the Competent Authority of the Building Plan	as applicable

2.b	Complaints on underground Sewerage Services such as overflowing, blockages, broken / missing manhole covers	3 days	As above (or) also in the nearest Sewerage Pumping station of the respective areas.	Remedial action on the complaints will be taken within three days from the date of receipt of complaint / occurrence.	-	as applicable
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In case of any difficulties in getting the grievances redressed, the public shall approach the higher level officers :

Pondicherry Region

Executive Engineer, Public Health Division, Subbaiah Salai, Puducherry – 605 001

Karaikal Region

Executive Engineer, Irrigation & Public Health Division, Church Street, Karaikal – 609 602

Mahe Region

Executive Engineer, PWD, Mahe Division, Mahe

Yanam Region

Executive Engineer, PWD, Yanam Division, Yanam

II. ROADS SECTOR

Sl. No.	Services	Contact details of the Responsible officer	Process	Documents required	Fee
1.a	Complaints on Pot holes and patches		Will be rectified within 15 days from the date of receipt of complaint / occurrence	-	-
1.b	Obstruction on Roads such as heaps of dismantled materials, unattended road cutting, fallen / overhanging trees		Will be rectified within 15 days from the date of receipt of complaint / occurrence	-	-
1.c	Permission for erection of temporary Pandal, Shamiyanahs and banners		Permission will be issued with 7 days from the date of remittance of prescribed license fee	-	As applicable
1.d	Permission for cutting roads to take house service connections		Permission will be issued with 7 days from the date of remittance of prescribed license fee	Work order from the Water Supply / Drainage / Electricity	As applicable
1.e	Request for speed breakers other than NH roads		The necessity will be examined and provided within 90 days from the date of requisition	-	-
	<u>PUDUCHERRY REGION</u> B & R (South) Division a) In-charge of Roads in Arianakupam, partly Villianur Commune In charge of Roads in Bahour Commune	Assistant Engineer Sub-Division-III B&R (South) Division Public Works Department Indra Nagar, Gorimedu, Puducherry – 605 006. Phone: 0413-2274648 Assistant Engineer Sub-Division-IV B&R (South) Division Public Works Department Indra Nagar, Gorimedu, Puducherry – 605 006. Phone: 0413-2274663			

	In-charge of Roads in Nettapakkam Commune	Assistant Engineer Sub-Division-V B&R (South) Division Public Works Department, Indra Nagar, Gorimedu, Puducherry – 605 006. Phone: 0413-2273423			
	B & R (North) Division Villianur Town Roads. RC-16 Road from Villianur to Pathukannu Ariyur – Anandapuram Road, RC-12 Sanniyasikuppam road from Muthupillaipalayam to Konerikuppam. Senthanatham and Ariyapalayam road. Poraiyur Main Road Kalapet village road. Alankuppam village road RC-22 Pathukannu to Sedarapet road, Koodapakkam main road from Pathukannu to Konerikuppam. Pillaiyarkuppam village roads. Ramanathapuram village roads. Karasur village roads. Kalmedupet road. Thuthipet Industrial roads. Arasur and G.N. Palayam road. RC-7 Suthukeny road. Katterikuppam – Lingareddipalayam sugar mill road. Thethampakkam road connecting RC-4 to RC-7. Suthukeny to Pudukuppam road. Katterikuppam to Valudavour road upto state border. Pudukuppam to Lingareddipalayam road. Vinayagampet to Sorapet road. Vambupet – Sorapet Link road.	Assistant Engineer Sub-Division-I, B&R (North) Division, Gandhi Nagar, Public Works Department, Puducherry Phone: 0413-2278403 Assistant Engineer Sub-Division-II, B&R (North) Division, Gandhi Nagar, PWD, Puducherry Phone: 0413-2278239			

	RC-12 Sanniyasikuppam road (Andiarpalayam to Kothapurinatham State Border). RC-32 Thirukkanur road. TVS road from NH-45A at Thiruvandarkoil. Koonichampet to Chettipet road. Koonichampet to Manalipet road. RC-4 Valudavour road Thirukkanur Bazaar. Thirubuvanai road from NH-45A to Thirubuvanai Pollice Station. Thirubuvanai to Authukutchipalayam viz. Sanniyasikuppam. Kulapalayam road.				
	RC-4 Valudavour road from Iyyankuttipalayam to Koonimudakku State Border. RC-13 Sellipet road from Pathukannu junction to Vadhanur. Rc21 Frontier road from Madagadipet junction to Mumbrampet state border. Rc-12 Moolakulam road branching from NH-45A at Moolakulam to Gopalankadai.	Assistant Engineer Sub-Division-III, B&R (North) Division, Gandhi Nagar, PWD, Puducherry 9442513270			
	B & R (Central) Division Rc-4 Valudhavour road from Rajiv Gandhi Square to Iyyankuttipalayam (State border) connecting road of Transport City from Mettupalayam Valudhavour road, Moolakulam road from Salai Street to Valudhavour road at Mettupalayam, PWD road in Oulgaret Commune, Lawspet, Muthialpet, Gorimedu, Thattanchavady villages. Cuddalore road from Venkatasubbareddiar statue to Marapalam, Bharathi Mill road from	Assistant Engineer Roads & Bridges (Central) Division 2nd Floor, Circle-III Office Building Labordonnais street, Puducherry Phone: 0413-2338973			

	Cuddalore road. Ambedkar salai from South boulevard, Subbiah salai, Cuddalore road Nellithope to Marapalam, Lenin road, Puliansalai road, Anna Salai, S.V.Patel Salai, Goubert Salai, Ellaipillaichavady ring road, M.G.Road, J.N. St., Maraimalai Adigal Salai, Lal Bahadour Sastri Street, etc. In-charge of Roads in the Urban area of Puducherry (South)	Assistant Engineer B&R (Central) Division PWD Stores, Labordonnais Street, Puducherry Phone: 0413-2338973			
	National Highways Division In-charge of Roads (ECR) from Rajiv Gandhi Square to Ganagachettikulam. In-charge of roads (NH-45A) from Indira Gandhi Square to Madagadipet State border. In-charge of roads (NH-45A) from Indira Gandhi Square to Mullodai State border.	Assistant Engineer National Highways Sub-Division – I (ECR) PWD, Puducherry Assistant Engineer National Highways Sub-Division – II PWD, Puducherry Phone: 0413-2337712 Assistant Engineer National Highways Sub-Division III PWD, Puducherry Phone: 0413-2337712			

	In-charge of roads (NH-66) from Indira Gandhi Square to Gorimedu State border.	Assistant Engineer National Highways Sub-Division - IV PWD, Puducherry Phone: 0413-2337712			
	<u>KARAIKAL REGION</u> In-charge of all PWD Roads in Karaikal region	Assistant Engineer Roads Sub Division Beach Road PWD, Karaikal – 609 602 Phone: 04368-222617			
	<u>MAHE REGION</u> In-charge of all PWD Roads in Mahe Region	Assistant Engineer Roads & Water Supply Sub-Division, Mini Civil Station, PWD, Mahe Phone: 0490-2333200			
	<u>YANAM REGION</u> In-charge of all PWD Roads in Yanam Region	Assistant Engineer Sub-Division-I PWD, Yanam Phone: 0884-2321273			

In case of any difficulties in getting the grievances redressed, the public shall approach the higher level officers of the concerned division:
Pondicherry Region

Executive Engineer, Buildings & Roads (South) Division, Dr. Ambedkar Salai, Puducherry – 605 001

Executive Engineer, National Highways, Subash Chandra Bose Street, Puducherry – 605 001

Executive Engineer, Buildings & Roads (Central) Division, Labourdonais Street, Puducherry – 605 001

The Executive Engineer, Buildings & Roads (North) Division, Labourdonais Street, Puducherry-605 001

Karaikal Region

Executive Engineer, Buildings & Roads Division, Church Street, Karaikal

Mahe Region

Executive Engineer, PWD, Mahe Division, Mahe

Yanam Region

Executive Engineer, PWD, Yanam Division, Yanam

III.IRRIGATION, FLOOD CONTROL AND SURFACE DRAINAGE

Sl. No.	Services	Service / Performance Standards	Contact details of the Responsible officer	Process	Documents required	Fee
1.a	Requests / complaints on Irrigation, Flood Control and Drainage system viz. release of water for Irrigation, desilting of Minor supply channels, breaches during floods and cleaning of drains Construction of culverts, permissions etc.		PUDUCHERRY REGION <u>For Irrigation and flood control</u> Executive Engineer Irrigation Division Public Works Department, Evache Street Puducherry Pin: 605 001 <u>Drainage carrier on roads side:</u> Executive Engineer Buildings & Roads (North) (South) & (Central) Divisions, Public Works Department, Labourdonnais Street, Puducherry Pin: 605 001	Request for release of water for irrigation will be complied within 7 days from the date of receipt of request in respect of Ossudu and Bahour Tank Desilting of minor irrigation canals belonging to PWD will be done within 30 days from the date of requisition Cleaning of Urban / Sub Urban drains belonging to PWD will be done within Fifteen Days from the date of request. Breaches of river / canal / tank bunds will be attended to with due urgency. Permission for construction of culverts over the canals / drains will be examined and reply will be sent withing 30 days from the date of request.	-	-

		KARAIKAL REGION <u>For Irrigation and flood control</u> Executive Engineer Irrigation & Public Health Division, PWD, Karaikal Pin: 609 602 <u>Drainage carrier on roads side:</u> Executive Engineer Buildings & Roads Division PWD, Karaikal Pin: 609 602			
		MAHE REGION Executive Engineer PWD Mahe Pin Code:673 310 YANAM REGION Executive Engineer PWD Yanam Pin Code: 533 464			

CENTRAL OFFICE

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|----|---|--|---|
| 1. | K. Veeraselvam
Chief Engineer Central
Office, PWD
34, Lal Bahadur Sastri Street
Puducherry – 605 01 | 0413-2336394(O)
0413-2336395(O)
0413-2338233(O)
0413-2331815(F) | Head of Department |
| 2. | E. Nirmala
Officer on Special Duty
Central Office
Public Works Department
34, Lal Bahadur Sasthri Street
Pondicherry – 605 | 0413-2336394(O)
0413-2336395(O) | Head of Office / DDO and all service
maters |
| 3. | Executive Engineer
(Planning)
Central Office, PWD
34, Lal Bahadur Sastri Street
Puducherry – 605 001 | 0413-2336509(O) | Obtaining Administrative approval and
expenditure sanction, technical
approval of projects of other
Government agencies and
undertakings, public grievances etc., |
| 4. | Executive Engineer (Designs)
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001 | 0413-2336772(O) | Designs, Training and Puducherry
Schedule of Rates |
| 5. | N. Mayil,
Architect
Central Office, PWD
34, Lal Bahadur Sastri Street
Puducherry | 0413-2336490(O) | Architectural design and planning |
| 6. | Senior Accounts Officer
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001 | 0413-2336394(O)
0413-2336395(O) | Budget, audit and public accounts
committee |
| 7. | Engineer Assistant
Central Office, PWD
34, Lal Bahadur Sastri Street
Puducherry | 0413-2330420(O)
0413-2336394(O)
0413-2336395(O) | Enlistment of Contractors and other
related matters. |
| 8. | Assistant Engineer
Quality Control, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001 | 0413-2336394(O)
0413-2336395(O) | Quality Control, Vigilance and
Technical Auditing |
| 9. | K. Latchoumy
Law Officer,
Central Office, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001 | 0413-2220054(O) | All legal matters related to Public Works
department |

CIRCLE-I

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|----|--|-----------------|---|
| 1. | K.Veeraselvam
Superintending Engineer
Circle-I, PWD Complex
Subash Chandra Bose Street
Puducherry – 605 001 | 0413-2334049(O) | Head of Circle-I and controlling officer for the Divisions of B&R (South), B&R (North), B&R (Central), Special Buildings Division-I, National Highways Division |
| 2. | N. Beenarani
Executive Engineer
Special Buildings Division-I
Evache Street
Puducherry – 605 001 | 0413-2336212(O) | Buildings pertaining to Health, Public works, Government Automobile Workshop, Directorate of Accounts and Treasuries, Revenue, Planning and Research, Police, Fire Service, Tourism, Agriculture, Economics and Statistics, RTO, Science Technology and Environment, Commercial Tax, Stationery & Printing Press, Civil Supplies, Puducherry Guest House – K.K. Nagar (Chennai) and Puducherry Guest House – New Delhi. |
| 3. | N. Beenarani
Executive Engineer
Buildings & Roads (South)
Division, Dr. Ambedkar Salai
Puducherry – 605 001 | 0413-2225278(O) | Investigation, designs and laying of roads located south of NH45A and buildings pertaining to electricity, Stationery & Printing and Fisheries |
| 4. | N. Srinivasaram
Executive Engineer
National Highways
Labourdonais Street
Puducherry – 605 001 | 0413-2337712(O) | NH45A & ECR within the Puducherry limit. NH66 and NH45A (Extension) |
| 5. | E.Srinivasan
Executive Engineer
Buildings & Roads (Central),
Labourdonais Street
Puducherry – 605 001 | 0413-2338973(O) | Roads in the urban outskirts of Puducherry and Buildings pertaining to Raj Nivas, Chief Secretariat, Legislative Assembly, Hon'ble Ministers residences, Quarters of Secretaries to Government, Government Servant Quarters, Guest House at Indira Nagar, Library Buildings etc., |
| 6. | S. Vaithianathan
Executive Engineer Buildings
& Roads (North) Division,
Labourdonais Street
Puducherry-605 001 | 0413-2336406(O) | Roads located north of NH45A and buildings belonging to Adi Dravidar Welfare Department, Social Welfare Department, Labour Department etc., |

CIRCLE-II

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|----|---|------------------------------------|---|
| 1. | Superintending Engineer,
Circle-II, PWD, Evache
StreetPuducherry – 605 001 | 0413-2224711(O)
0413-2337090(R) | Head of Circle-II and controlling
officer for the Division of Public
Health Division, Irrigation Division,
SBD-II, Mahe andYanam Division. |
| 2. | N. Sundari
Executive Engineer
Public Health Division
Subbaiah Salai
Puducherry – 605 001 | 0413-2336068(O) | Urban and Rural Water Supply and
provision and underground
sewerage facilities |
| 3. | S. Bakthavatchalam
Executive Engineer
Irrigation Division
Evache Street
Puducherry – 605 001 | 0413-2336399(O) | Minor Irrigation and Flood Control
Works of Puducherry Region |
| 4 | S. Bakthavatchalam
Executive Engineer
Special Buildings Division-II
Evache Street
Puducherry- 605 001 | 0413-2222752(P)
0413-2336626(O) | Construction and maintenance of all
buildings of Education Department |
| 5. | Executive Engineer PWD,
Mahe Division Mahe | 0490-2332524(O)
0490-2333280(F) | PWD works of Mahe Region |
| 6. | Executive Engineer
PWD, Yanam Division
Yanam | 0884-2321273(O)
0884-2321759(F) | PWD works at Yanam region |

CIRCLE-III

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|----|--|------------------------------------|--|
| 1. | Superintending Engineer-III,
PWD, Karaikal | 04368-228262(O)
04368-228263(F) | Head of Circle-III and
controlling officer for the
B&R Division and I&PH
Division, PWD, Karaikal and
TTTDP Division. |
| 2. | M. Aroularassane
Executive Engineer
Buildings & Roads Division
Church Street, Karaikal | 04368-222617(O) | Roads and buildings of
Karaikal region. |
| 3. | M. Aroularassane
Executive Engineer,
Irrigation & Public Health
Church Street
Karaikal – 609 602 | 04368-222592(O) | Irrigation and Public Health,
Flood Control and Water
Supply in Karaikal Region. |